# Supported Operating Environment

Genesys Pulse

5/5/2025

# Genesys Pulse

## General Information - Genesys Pulse

Genesys Pulse includes Genesys Pulse and Genesys Pulse Collector. The following operating environments information is applicable to both Genesys Pulse and Genesys Pulse Collector.

### Important

Genesys support for the platform versions mentioned on this page ends when the respective vendors declare End of Support. For more information, see Discontinued Support.

## Supported Operating Systems

**Notes**:

- Genesys supports use of products on Oracle Linux, provided that the Oracle Linux distribution is 100% compatible with a Genesys-supported Red Hat distribution, and that the Oracle Unbreakable Enterprise Kernel is not used. Genesys will only support Oracle Linux based on testing and reproduction of any issues in the equivalent Red Hat Linux version; no investigation or testing will be performed on Oracle Linux itself. Support only applies to Oracle Linux versions 5.x and later.

| OS Family | OS | Release | Conditions |
|---|---|---|---|
| Linux | CentOS Linux 7 | 9.0.001+ | Discontinued as of January 15, 2025<br><br>This OS version is not supported by Genesys Pulse Collector as of 9.0.008.03. However, it remains supported by Genesys Pulse. |
| Linux | CentOS Linux 8 | 9.0.004 | 64-bit compatibility |
| Linux | CentOS Linux 9 | 9.0+ | Starting with 9.0.010.01. |
| Linux | Red Hat Enterprise Linux 7 | 8.5.108+ | Discontinued as of January 15, 2025. This OS version is not supported by Genesys Pulse Collector as of 9.0.008.03. However, it remains supported by Genesys Pulse. |
| Linux | Red Hat Enterprise Linux 8 | 9.0+ | Starting with 9.0.004 |
| Linux | Red Hat Enterprise Linux 9 | 9.0+ | Starting with 9.0.010.01 |
| Windows | Windows Server 2012 | 8.5+ | Discontinued as of October 31, 2024<br><br>Starting with 8.5.100.01 |
| Windows | Windows Server 2016 | 8.5.108 | Starting with 8.5.108.01 |
| Windows | Windows Server 2019 | 9.0.0 | Starting with 9.0.003.03 |
| Windows | Windows Server 2022 | 9.0+ | Starting with 9.0.010.01 |
| **OS Family** | **OS** | **Release** | **Conditions** |

## Supported Browsers

| Component | Browser | Release | Conditions/ Limitations |
|---|---|---|---|
| Genesys Pulse | Apple Safari | 8.1.4-8.5.102.03 | Version 6 and higher are supported. |
| Genesys Pulse | Apple Safari | 8.5.103.03 - 8.5.105 | Version 8 and higher |

| Component | Browser | Release | Conditions/Limitations |
|---|---|---|---|
| | | | supported |
| Genesys Pulse | Apple Safari | 8.5.106 - 8.5.108 | Version 9 and higher supported |
| Genesys Pulse | Apple Safari | 9.0.000 | Version 10 and higher are supported. |
| Genesys Pulse | Apple Safari | 9.0.001 - 9.0.003 | Versions 11 and 12 are supported. |
| Genesys Pulse | Apple Safari | 9.0.001+ | Version 11 and higher are supported. |
| Genesys Pulse | Apple Safari | 9.0.004+ | Version 12 and higher are supported; Last supported: 9.0.006.03 |
| Genesys Pulse | Apple Safari | 9.0.006+ | Version 14 and higher are supported. |
| Genesys Pulse | Firefox | 9.0.000 | Version 60 and higher are supported. |
| Genesys Pulse | Firefox | 9.0.001 - 9.0.003 | Version 61 and higher are supported. |
| Genesys Pulse | Firefox | 9.0.003+ | Version 67 and higher are supported. |
| Genesys Pulse | Firefox | 9.0.004 | Version 70 and higher are supported. |
| Genesys Pulse | Firefox ESR | 8.1.4-8.5.102.03 | Version 24 and higher are supported. |
| Genesys Pulse | Firefox ESR | 8.5.103.03 - 8.5.108 | Version 42 and higher supported |
| Genesys Pulse | Firefox ESR | 9.0.000 | Version 52 and higher are supported. |
| Genesys Pulse | Firefox ESR | 9.0.001+ | Version 60 and higher supported |
| Genesys Pulse | Firefox ESR | 9.0.004+ | Version 68 and higher are supported. |
| Genesys Pulse | Google Chrome | 8.1.4-8.5.102.03 | Version 22 and higher are supported. |
| Genesys Pulse | Google Chrome | 8.5.103.03 - 8.5.108 | Version 46 and higher are supported. |
| Genesys Pulse | Google Chrome | 9.0.000 | Version 67 and higher supported |
| Genesys Pulse | Google Chrome | 9.0.001 - 9.0.003 | Version 69 and higher are supported. |
| Genesys Pulse | Google Chrome | 9.0.003+ | Version 75 and higher are supported. |
| Genesys Pulse | Google Chrome | 9.0.004 | Version 77 and higher are supported. |

| Component | Browser | Release | Conditions/Limitations |
|---|---|---|---|
| Genesys Pulse | Microsoft Edge | 8.5.103.03 - 8.5.108 | Version 20 and higher supported |
| Genesys Pulse | Microsoft Edge | 9.0.000 | Version 38 and higher supported |
| Genesys Pulse | Microsoft Edge | 9.0.001 - 9.0.003 | Versions 42 and 44 are supported. |
| Genesys Pulse | Microsoft Edge | 9.0.001+ | Version 42 and higher supported |
| Genesys Pulse | Microsoft Edge | 9.0.004+ | Versions 44, 79, and higher are supported. |
| Genesys Pulse | Microsoft Edge Chromium | 9.0.004+ | |
| Genesys Pulse | Microsoft IE | 8.1.4+ | Support for all versions of Internet Explorer ended after release 9.0.007.08. |

## Supported Database/DB Clusters

| Database | Release | Conditions/Limitations |
|---|---|---|
| MS SQL Server 2012 | 8.5 | Discontinued as of January 1, 2025. |
| MS SQL Server 2012 Cluster | 8.5+ | Discontinued as of January 1, 2025. Also supports AlwaysOn Cluster with Synchronous Mirroring capability. |
| MS SQL Server 2016 | 8.5.108+ | |
| MS SQL Server 2016 Cluster | 8.5.108+ | Also supports AlwaysOn Cluster with Synchronous Mirroring capability. |
| MS SQL Server 2017 | 9.0.003+ | |
| MS SQL Server 2019 | 9.0.005+ | |
| MS SQL Server 2019 Cluster | 9.0.006+ | Also supports AlwaysOn Availability Group. |
| MS SQL Server 2022 | 9.0.0+ | |
| Oracle 12c R1 | 8.5 | Last Supported: 9.0.006.00 |
| Oracle 12c R1 RAC | 8.5 | Last Supported: 9.0.006.00 |
| Oracle 18c | 9.0.003+ | Discontinued as of June 30, 2021. |
| Oracle 18c RAC | 9.0.003+ | Discontinued as of June 30, 2021. |

| Database | Release | Conditions/Limitations |
|---|---|---|
| Oracle 19c | 9.0.005+ | |
| Oracle 19c RAC | 9.0.005+ | SCAN is supported. |
| PostgreSQL 10 | 9.0.001+ | Discontinued as of June 30, 2024. |
| PostgreSQL 12 | 9.0.005+ | |
| PostgreSQL 13 | 9.0.008+ | |
| PostgreSQL 16 | 9.0.0+ | |
| PostgreSQL 9.6 | 8.1.4+ | Discontinued as of November 11, 2021 |

## Supported Virtualization Platforms

> **Tip**
> See the global page that lists all Virtualization-related information.

## IPV6 Support for Common Interfaces

> **Notes**:
> - Release Support numbers refer to Solution Reporting.

| Component | Release | Interface | Conditions |
|---|---|---|---|
| Genesys Pulse | 8.0.1+ | Management Framework Configuration Server/ Proxy | |

## IPV6 Support for Additional Interfaces

> **Notes**:
>
> - Release Support numbers refer to Solution Reporting.

| Component | Release | Interface | Conditions |
|---|---|---|---|
| Genesys Pulse | 8.0.1+ | Stat Server | |

## Prerequisites

> **Notes**:
>
> - For general Solution Reporting prerequisites, see the Solution Reporting page in this guide.

| Genesys Pulse - Prerequisites | | | |
|---|---|---|---|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Third-Party Component Prerequisites | | | |
| OpenJDK 11 | Yes | No | **Release**: 9.0.003+ RedHat's implementation |
| OpenJDK 17 | Yes | No | **Release**: 9.0.0+ Supported starting 9.0.010+ |
| OpenJDK 8 | Yes | No | **Release**: 9.0 |
| Oracle Java 17 Runtime (JRE) support | Yes | No | **Release**: 9.0.0+ Supported starting 9.0.010+ |
| Oracle Java 8 Runtime | Yes | No | **Release**: 9.0 |

| Genesys Pulse - Prerequisites | | | |
|---|---|---|---|
| (JRE) | | | |
| Oracle Java 11 Runtime (JRE) | Yes | No | **Release**: 9.0.003+ |